

## CUSTOMER CARE NOMINATION FORM

1. Name of Nominee: \_\_\_\_\_  
(Type First, Middle Initial, Last Name)

2. Quarter of Fiscal Year: \_\_\_\_\_  
(Numeric)

3. Criteria for Nomination (700 maximum characters for paragraphs a-e):

a. Exemplified the Corps' values of quality, integrity, professionalism, and caring by

b. Encouraged and resulted in team work by

c. Reflected a dedication to duty, and selfless service by

d. Significantly improved the existing business process or markedly reduced the normal time required to deliver an IM product by

e. Accrued a measurable benefit (dollar savings, enhanced communications, etc.) to customer or the Directorate of Information Management by

Nominated By: \_\_\_\_\_ 10 Oct 00 Nominee's Supervisor: \_\_\_\_\_ 10 Oct 00  
(Type name and date) (Signature/Date)

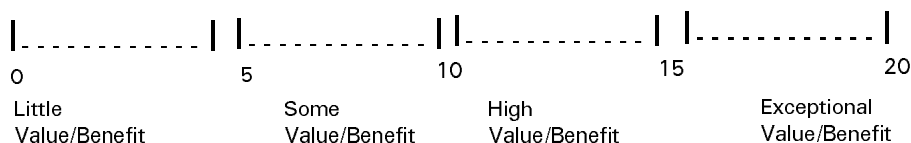
Committee Member: \_\_\_\_\_ 10 Oct 00  
(Signature/Date)

Total Score:

**RATING FACTORS WORKSHEET**  
**Leader in Customer Care Award**

**Name of Nominee:** \_\_\_\_\_  
*(Type First, Middle Initial, Last Name)*

Assign appropriate evaluation points. Award 1 - 20 points for each of the five categories (100 points maximum) for each nomination. Each nominee will be rated against the following:



*(If rating factor is not applicable select box and click right mouse button, N/A will automatically be entered)*

- ☐ **Exemplified the Corps' values of quality, integrity, professionalism, and caring** - Product or service rendered was the very best that could be given. Beyond the call of duty.
  
- ☐ **Encouraged and resulted in team work** - Added value to team. Worked well with others. Dependable team member.
  
- ☐ **Reflected a dedication to duty, and selfless service** - Went beyond what was expected. Demonstrated great enthusiasm and commitment to quality.
  
- ☐ **Significantly improved the existing business process or markedly reduced the normal time required to deliver an IM product** - Improved an existing business process, or delivered product in a timely manner.
  
- ☐ **Accrued a measurable benefit (dollar savings, enhanced communication, etc.) to customer or the Directorate of Information Management** - Customer or DIM benefited positively from nominees' actions.